

04/27/2015 Workload Update

Another week of hard work that paid off with a bit of a drop in the overall backlog, and every bit counts. Staff made the most of protected time completing almost 5,000 actions during the prior week.

Meeting SNAP interview requirements has been challenging. To help alleviate some of that pressure, staff from Program Integrity and Work Services will soon be assisting with interviews. To support their efforts, field services developed an interview guide. A recent test of the guide was very positive with an experienced ET able to do 18 interviews in a day completing the majority of them.

According to the office workload report, there are still about 1,400 FFM and SSP applications that need to be registered. A team of central office staff is eager to start work on registrations. So, as the remaining applications are registered, depending on the date the transfers and SSP applications were received, there could be an uptick in backlog for the next couple of weeks.

It is very important to note that while overall timeliness is well outside of our normal performance expectations, everyone is still very conscious of the need to produce quality work. Accuracy remains very good despite the challenges presented by the workload. DPA truly is awesome!

There's returned mail to work through before I can start registering applications, so I'd better get on it. Thank you all!

4/27/2015 Weekly Workload: Medicaid and All Other Programs (Includes New and Recertification Applications)

Program	12/1/2014	4/20/2015	4/27/2015
Medicaid	6,325	9,175	9,020
All Other Programs	3,662	2,766	2,777
Total	9,987	11,941	11,797

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

4/27/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts			
	4/20/15	4/27/15	4/20/15	4/27/15	4/20/15	4/27/15	4/20/15	4/27/15	4/20/15	4/27/15
Case Count	1908	1718	858	1059	9136	8977	39	43	11941	11797
Average Days	57.23	58.4	51.09	47.02	120.32	123.44	89	83.77		
Median Days	48	48	44	39	102	105	49	51		

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

Prepared by: Alaska Department of Health and Social Services, Division of Public Assistance, Research and Analysis Unit.

Date Prepared: April 27, 2015

Source: EIS, ARIES

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4/27/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	4/20/15	4/27/15	Pct. Change	4/20/15	4/27/15	Pct. Change	4/20/15	4/27/15	Pct. Change
Alaska Temporary Assistance Program	142	122	-14.1%	18	29	61.1%	160	151	-5.6%
Adult Public Assistance	281	288	2.5%	53	103	94.3%	334	391	17.1%
Food Stamps (Expedites)	458	313	-31.7%	-	-	N/A	458	313	-31.7%
Food Stamps	839	820	-2.3%	764	903	18.2%	1,603	1,723	7.5%
General Assistance (incl. Senior Benefits)	99	91	-8.1%	-	-	*	99	91	-8.1%
CAMA	88	83	-5.7%	23	24	4.3%	111	107	-3.6%
Interim Assistance	1	1	0.0%	-	-	*	1	1	0.0%
MAGI Med. (ARIES)	8,503	8,343	-1.9%	-	-	N/A	8,503	8,343	-1.9%
MAGI Med. (EIS)	271	265	-2.2%	1	1	0.0%	272	266	-2.2%
MAGI Med. Acct. Transfers (EIS)	4	4	0.0%	-	-	N/A	4	4	0.0%
Non-MAGI Med.	358	365	2.0%	38	42	10.5%	396	407	2.8%
Total	11,044	10,695	-3.2%	897	1,102	22.9%	11,941	11,797	-1.2%

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.
*Cannot be divided by 0.

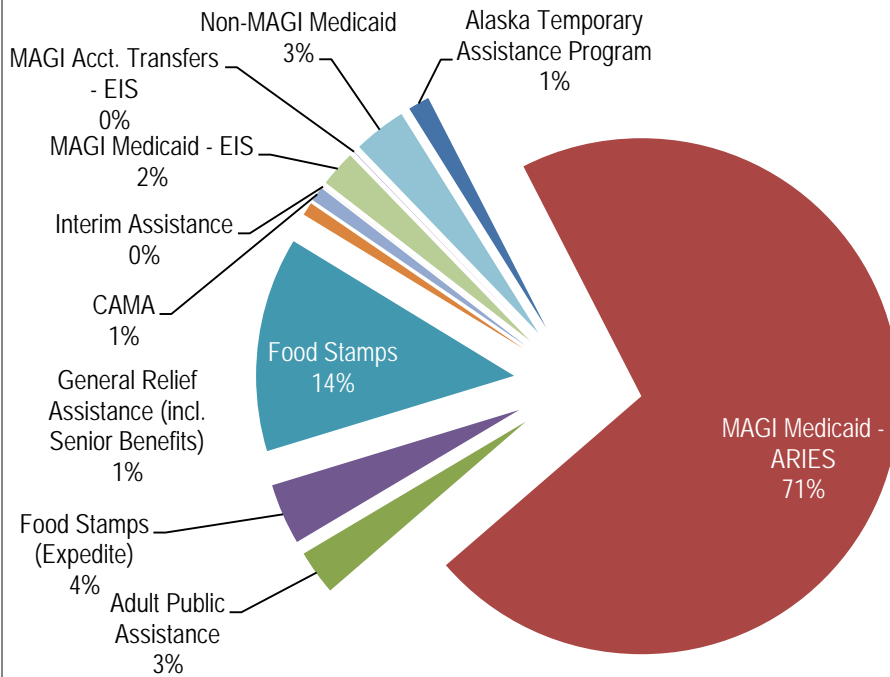
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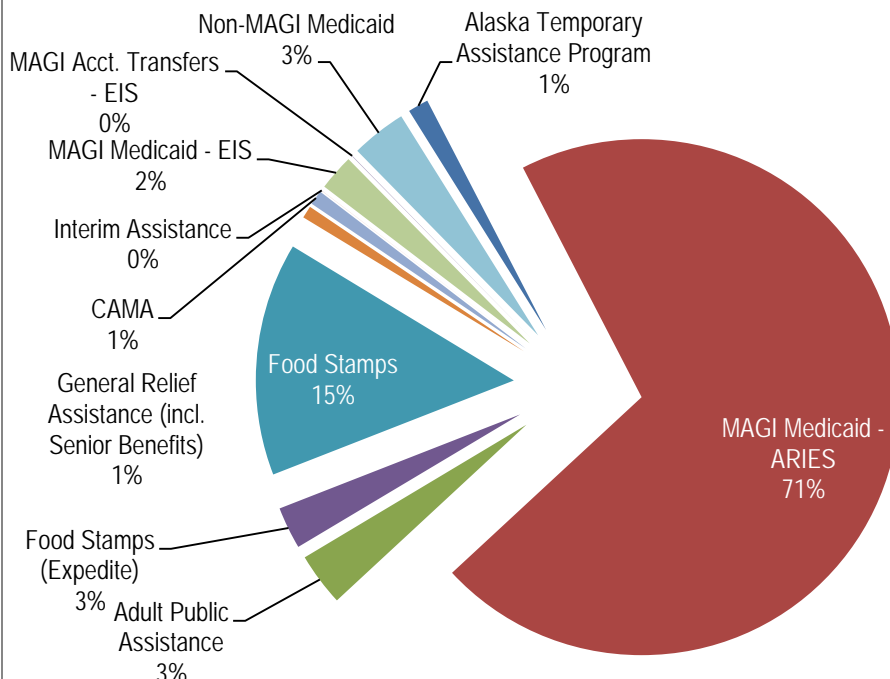
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4/20/2015 Weekly Workload Composition



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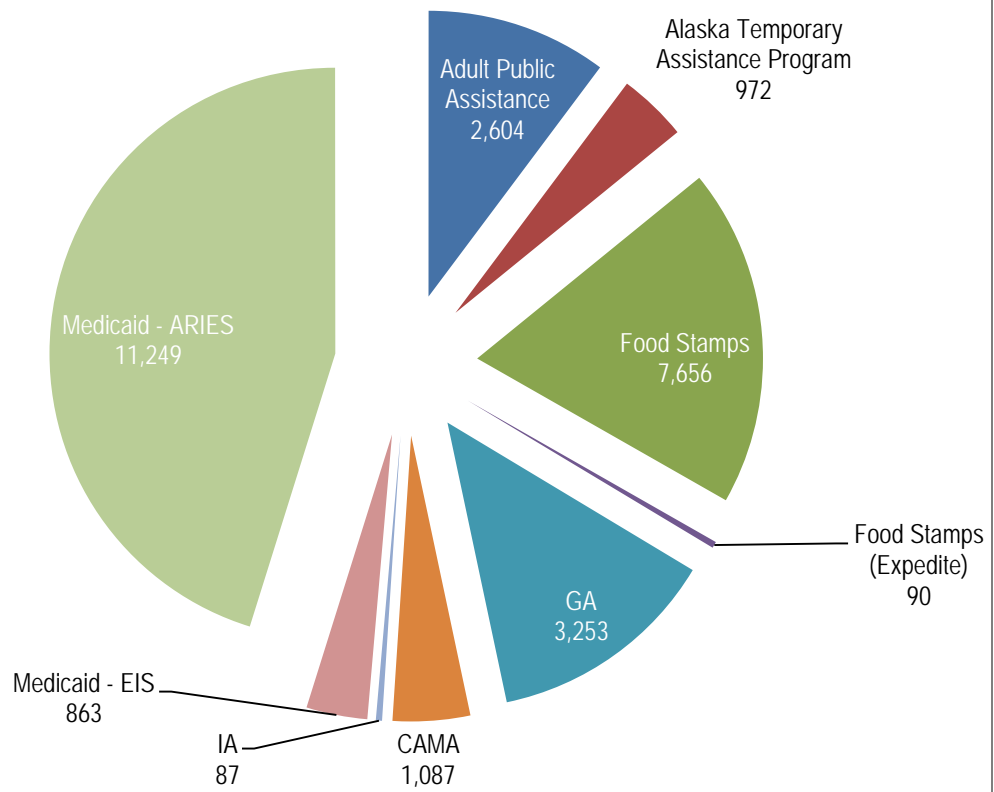
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Total Application Determinations by Program, March 2015



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